

IN THE CLAIMS

1-21. (Canceled).

22. (Currently Amended) An answer system for technical support comprising:

an answer system for a user, having a first inquiry information registering means for registering inquiry information relating to power plant techniques and sent from a power plant user via a telecommunication network, and a first inquiry-history information registering means for registering inquiry-history information relating to the power plant techniques and sent from the power plant user;

an answer system for a service furnisher, having a second inquiry information registering means for registering the inquiry information relating to the power plant techniques and registered in said first inquiry information registering means of said answer system for a user, and a second inquiry-history information registering means for registering the inquiry-history information relating to the power plant techniques and sent from the power plant user;

means for preventing the inquiry information relating to the power plant techniques and registered in said first inquiry information registering means of said answer system for a user and the inquiry-history information registered in said first inquiry-history information registering means for the inquiry-history information from being accessed by outsiders via the telecommunication network;

means for preventing the inquiry information relating to the power plant techniques and registered in said second inquiry information registering means of said answer system for a service furnisher and the inquiry-history information registered in said second inquiry-history registering means for inquiry-history information from being accessed by outsiders via the telecommunication network;

communication means for communicating the inquiry information relating to the power plant techniques and registered in said second inquiry information registering means to an information service furnisher;

means for inputting an answer responding to the communicated inquiry information relating to the power plant techniques; and

means for sending the input answer to the user via the telecommunication network; and

wherein said answer system for a service furnisher is provided with a processing program for taking in periodically and registering the inquiry information registered in said first inquiry information registering means of said answer system for a user into said second inquiry information registering means of said answer system for a service furnisher, and registering the answer responding to the communicated inquiry relating to the power plant techniques and inputted in said answer inputting means into said first history-information registering means of said answer system for a user, and

said answer system for a user is provided with a retrieving means constructed so that the user is able to retrieve the inquiry-history information relating to the power plant techniques, said inquiry-history information having been inquired of by the user and registered in said first inquiry-history information registering means for the inquiry-history information.

23. (Previously Presented) An answer system for technical support according to claim 22, wherein said answer system for a user includes means for sending information including voice data and/or dynamic image data to the user.

24. (Currently Amended) An answer system for technical support, furnishing technical information services relating to power plant techniques via a telecommunication network, said answer system comprising:

a first web server for receiving inquiry information relating to power plant techniques and sent from a power plant user via the telecommunication network;

an answer system for a user, constructed of a first inquiry information database, incorporated in said first web server, for registering inquiry information relating to the power plant techniques, and a first inquiry-history database for registering inquiry-history information from the power plant user;

a second web server having an answer system for a service furnisher incorporated therein, said answer system for a service furnisher being constructed of a second inquiry

information database for taking in and registering inquiry information relating to the power plant techniques, registered in said first inquiry information database of said answer system for a user, and a second inquiry-history information database for registering inquiry-history information from the power plant user;

a first fire wall for preventing the inquiry information relating to the power plant techniques and registered in said first inquiry information database of said first web server and the inquiry-history information registered in said first inquiry-history database from being accessed ~~from~~ by outsiders via the telecommunication network;

a second fire wall for preventing the inquiry information relating to the power plant techniques and registered in said second inquiry information database of said second web server and the inquiry-history information registered in said second inquiry-history database from being accessed by outsiders;

an intranet for communicating the inquiry information received by said second web server to a service furnisher;

an input unit for inputting an answer to the inquiry information communicated via said intranet; and

a mail server for sending the answer to an inquiry from the user inputted in said input unit; and

wherein said answer system for a service furnisher is provided with a processing program for taking in periodically and registering the inquiry information registered in said first inquiry information database of said answer system for a user into said second inquiry information database of said answer system for a service furnisher, and registering the answer to the communicated inquiry relating to the power plant techniques and inputted in said input unit into said first history-information database of said answer system for a user, and

said answer system for a user is provided with a retrieving means constructed so that the user is able to retrieve the inquiry-history information relating to the power plant techniques, said inquiry-history information having been inquired of by the user and registered in said first registering means for the inquiry-history information.

25. (Previously Presented) An answer system for technical support according to claim 22, further comprising a

means for counting work hours of a professional staff which have corresponded with the inquiry sent from the user and reporting said work hours or charges calculated based on the work hours to said user.

26. (Previously Presented) An answer system for technical support according to claim 22, further comprising a translation system for translating an answer sent from said information service furnisher to said user.

27. (Currently Amended) A technical support method of furnishing technical information services via a telecommunication network, comprising the steps of:

receiving inquiry information relating to power plant techniques and sent from a user of a power plant via an internet, by a first web server incorporating an answer system for a user constructed of a first inquiry information database for registering the inquiry information relating to the power plant techniques from the user of the power plant and a first inquiry-history information database for registering inquiry-history information relating to the power plant techniques and

sent from the user of the power plant, via a first fire wall for preventing the inquiry and inquiry-history information being accessed by outsiders via the telecommunication network;

registering the inquiry information relating to the power plant techniques in the first inquiry information database and received by the first web server;

taking periodically the inquiry information relating to the power plant techniques registered in the first web server, into the second inquiry database of a second web server incorporating an answer system for a service furnisher constructed of a second inquiry information database for registering the inquiry information relating to the power plant techniques from the user of the power plant and a second inquiry-history information database for registering the inquiry-history information relating to the power plant techniques and sent from the user of the power plant, via a second fire wall for preventing the inquiry and inquiry-history information being accessed by users;

communicating the inquiry information relating to the power plant techniques taken in the second web server to a service furnisher via an intranet;



sending an answer to the inquiry information relating to the power plant techniques from the user communicated to the service furnisher to the user via a mail server, ~~and;~~

registering the response to the inquiry information relating to the power plant techniques from the user ~~as inquiry-history information into the first and second inquiry history information databases~~ of the answer system for a service furnisher, and registering the answer to the inquiry information from the user and registered in the second inquiry-history information database into the first inquiry-history information database of the answer system for a user;

retrieving, in a retrieving step of the inquiry-history information inputted by the user, the inquiry-history information relating to the power plant techniques having been inquired of by the user from the first inquiry-history information database constructing the answer system for a user; and

sending the retrieved result to the user.

28. (Previously Presented) A technical support method according to claim 27, further comprising the step of:

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counting work hours of a professional staff which has corresponded with the inquiry sent from the user and reporting the work hours or charges calculated based on the work hours to the user.